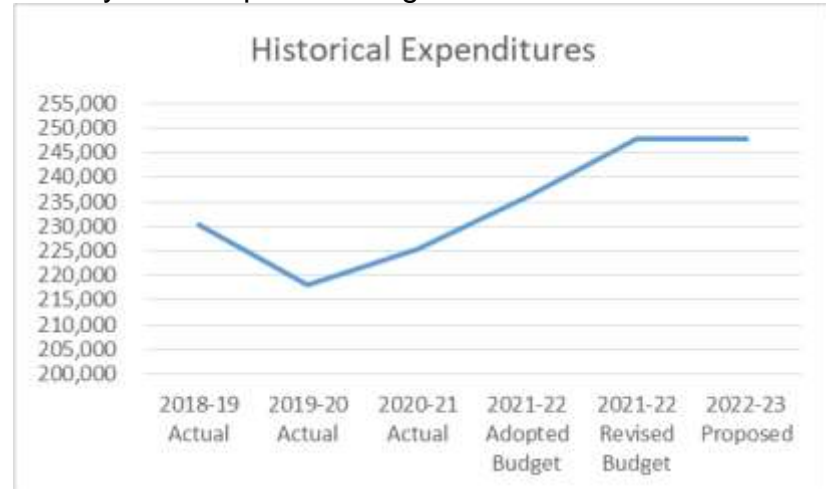
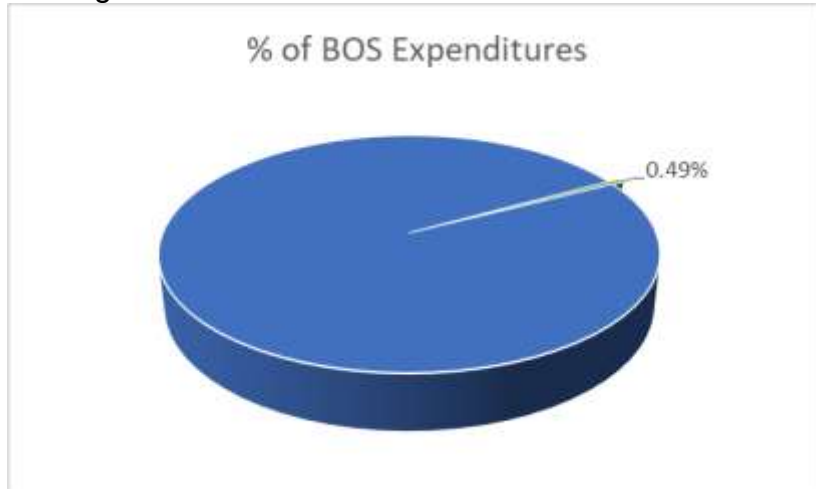


## Human Services

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The Human Services Department provides a full range of community social programs to promote the physical, emotional and economic well-being of Darien's residents. The Department is also responsible for assisting residents that are less fortunate, those that have been visited by temporary misfortune, and those that are especially vulnerable to problems of ill health and aging. The financial aid that the department purveys, with Town funding provided through its Essential Needs budget, is of a stop-gap nature to see people through a brief period of crisis or until they are able to receive a form of State or Federal assistance. The personnel of the department provide assessment, referral advice, counseling and case management as needed.

The department also manages the Essential Needs budget to provide a funding vehicle for stopgap financial assistance to people in need. A variety of circumstances that might arise include a waiting period while applications for State assistance or Social Security eligibility are being processed. Funds are typically applied to basic necessities such as rent, heating and utilities. Funds are also used to cover the costs incurred by town required storage after an eviction.



[Click here to explore historical and proposed expenditures for this department](#)

### Accomplishments 2020-2021

- We continued to effectively meet the needs of our clients and provide support to seniors and families during unprecedented times.

## Human Services

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- Assisted the Darien Health Department with scheduling over 1,000 seniors for vaccines at Town Hall as well as assist at vaccination clinics.
- We had 55 seniors and 54 families “adopted” by generous donors over the holiday season.
- We added Filling in The Blanks (FITB) to our list of programs offered. FITB provides meals to low income families over the weekends when they are not receiving free/reduced lunch in school.

### Objectives 2022-2023

- Provide ongoing support and assistance to residents financially and emotionally impacted by COVID-19.
- Continue to increase outreach to the community about our services to ensure all Darien residents in need are aware.
- Provide programs to promote the physical, emotional and economic well-being of Darien’s residents.

### Accomplishments/Objectives 2021-2022

- Assist Darien Health Department with scheduling anyone over 65 for a booster vaccination, also assist at the vaccination clinics.
- Implemented a new database *Charity Tracker* for our client records, it is a very efficient and user friendly program.
- Our Filling in the Blanks program is very successful so far, our food insecure clients are appreciative of the support.
- Our Home Goods usage continues very high since the beginning of the pandemic. We are grateful to the various schools and organizations that hold donation drives throughout the year.

### Five Year Outlook:

- Long term recovery from COVID-19 will be an ongoing issue in the years to come. Financial recovery for many may be devastating and require additional funding to ensure their essential needs are met. Mental health of our residents at large will also be an ongoing concern, potential outreach may be needed.

Other areas that may influence our budget in the coming years:

- There are numerous development projects underway which will include additional low to moderate income apartments in town, this presents us with the potential for many new clients.

## Human Services

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- The Baywater project at 26 East Lane will provide housing to 12 new low income residents who have disabilities. They will be eligible for our services as well.
- We continue to work closely with the Blight Officer and Blight review board. Last year we requested additional funds to properly intervene, monitor, and provide case management and support to these residents. Will monitor need and if demand increases may require additional funds.

In addition, state and federal cuts to essential programs loom and may affect our budget in the future.

- Cuts to the Husky health insurance program can leave low income clients with medical, pharmacy and insurance premium costs they cannot afford. Cuts to Husky Part A income levels has already affected parents who did qualify for coverage, many now have to pay for a private plan through Access Health Care.
- An additional cut in Renter's Rebate took place again this program year. The money received by the elderly and people with disabilities who qualify comes right before the fuel season begins. The elimination of the program could affect the local help we provide in emergency assistance.
- If energy assistance is cut on either a state or federal level, it would be very difficult to cover this loss to clients without additional town funds.

Any reduction in essential programs in either state or federal programs will eventually affect us on the local level.

Reductions in health coverage, SNAP, energy and basic money support could be very costly to the town. The increase in affordable housing and senior housing may affect this too.

As a department we have developed a lot of community support and collaborations which help offset the costs of our programs and client needs. We continue to expand our donor base thanks to increased public awareness and community outreach.

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| <b>Expenditures</b>  | <b>2018-19<br/>Actual</b> | <b>2019-20<br/>Actual</b> | <b>2020-21<br/>Actual</b> | <b>2021-22<br/>Adopted<br/>Budget</b> | <b>2021-22<br/>Revised<br/>Budget</b> | <b>2022-23<br/>Proposed</b> |
|----------------------|---------------------------|---------------------------|---------------------------|---------------------------------------|---------------------------------------|-----------------------------|
| Personnel            | 206,657                   | 199,926                   | 211,767                   | 213,275                               | 225,060                               | 224,743                     |
| Contractual Services | 23,239                    | 16,896                    | 13,044                    | 21,745                                | 21,745                                | 22,149                      |
| Materials & Supplies | 396                       | 1,267                     | 455                       | 1,000                                 | 1,000                                 | 1,000                       |
| <b>Total</b>         | <b>230,293</b>            | <b>218,090</b>            | <b>225,267</b>            | <b>236,020</b>                        | <b>247,805</b>                        | <b>247,892</b>              |

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## Human Services

|                            | 2018-2019                 |              | 2019-2020                 |              | 2020-2021                 |              | 2021-2022                 |              | 2022-2023<br>Proposed     |              |
|----------------------------|---------------------------|--------------|---------------------------|--------------|---------------------------|--------------|---------------------------|--------------|---------------------------|--------------|
| <b>Staffing</b>            | <i># of<br/>positions</i> | <i>FTE's</i> | <i># of<br/>positions</i> | <i>FTE's</i> | <i># of<br/>positions</i> | <i>FTE's</i> | <i># of<br/>positions</i> | <i>FTE's</i> | <i># of<br/>positions</i> | <i>FTE's</i> |
| Director of Human Services | 1                         | 1.00         | 1                         | 1.00         | 1                         | 1.00         | 1                         | 1.00         | 1                         | 1.00         |
| Assistant Director         | 0                         | 0.00         | 0                         | 0.00         | 0                         | 0.00         | 0                         | 0.00         | 1                         | 1.00         |
| Professional/Technical     | 1                         | 1.00         | 1                         | 1.00         | 1                         | 1.00         | 1                         | 1.00         | 0                         | 0.00         |
| Administrative/Clerical    | 1                         | 0.33         | 1                         | 0.25         | 1                         | 0.25         | 1                         | 0.25         | 1                         | 0.25         |
| Part-Time                  | 2                         | 0.79         | 2                         | 0.79         | 2                         | 0.97         | 2                         | 1.00         | 2                         | 1.00         |
| <b>Total</b>               | <b>5</b>                  | <b>3.12</b>  | <b>5</b>                  | <b>3.04</b>  | <b>5</b>                  | <b>3.22</b>  | <b>5</b>                  | <b>3.25</b>  | <b>5</b>                  | <b>3.25</b>  |

Estimate of total personnel costs based on FY2023 wages and benefits package. Medical and dental expenses are allocated based on number of benefit eligible positions. Only salaries are budgeted in the department. All other personnel costs are budgeted in Employee Benefits.

|                  |                  |
|------------------|------------------|
| Base Wages       | 214,021          |
| Medical & Dental | 48,736           |
| FICA             | 16,373           |
| Other            | 886              |
| Pension          | 18,299           |
| Total            | <u>\$298,314</u> |

## Human Services

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| <b>Performance Measure</b>  | <b>Actual<br/>2017-2018</b> | <b>Actual<br/>2018-2019</b> | <b>Actual<br/>2019-2020</b> | <b>Actual<br/>2020-2021</b> | <b>Projected<br/>2021-2022</b> | <b>Projected<br/>2022-2023</b> |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------------------------|--------------------------------|
| CEAP applications processed   | 98                          | 80                          | 81                          | 68                          | 95                             | 85                             |
| Operation Fuel applications processed   | 30                          | 24                          | 41                          | 23                          | 45                             | 35                             |
| Renter's rebate applications processed  | 46                          | 42                          | 40                          | 31                          | 55                             | 40                             |
| Outreach events to community educating about Department of Human Services offerings | N/A                         | N/A                         | 7                           | 6                           | 10                             | 8                              |
| Funds spent on clients:<br>Private funds & donations vs Town funds                  | 70% vs<br>30%               | 69% vs<br>31%               | 89% vs<br>11%               | 89% vs<br>11%               | 89% vs<br>11%                  | 90% vs<br>10%                  |
| SFMNP voucher booklets distributed  | N/A                         | N/A                         | 33                          | 33                          | 45                             | 40                             |